

OPERATIONAL & COMPLIANCE LOG

HUB Fitness

Units 1–4 Glovers Court, Hitchin

1. Pre-Occupation Due Diligence

19 November 2024

Initial contact was made with North Hertfordshire Council Planning Department to confirm the lawful use of the premises.

Correspondence was held with the Senior Planning Officer, Andrew Hunter. Advice was received indicating that, in the officer's view, the units fell within Class E as well as B8 following the 2020 Use Class amendments.

20 November 2024

Initial contact and a face-to-face meeting were held with North Hertfordshire Council to assess permissible noise levels.

A meeting and sound testing were undertaken with the Senior Environmental Protection & Housing Officer, Alan Stone. Based on observations at the time, it was indicated that music played at approximately 80 dBA (measured internally at the centre of the gym) would likely be close to inaudible at neighbouring residential properties.

22 November 2024

Further enquiries were made with Andrew Hunter regarding proposed internal works.

Confirmation was received that certain works (identified as Works 2A and 2B) would be externally visible but would not require planning permission, and that all other works were internal and similarly did not require permission.

2. Marketing and Representations

2024

The premises were marketed and understood to be suitable for uses within Classes B1, B2, B8, and Class E, as advertised via Rightmove and by the appointed estate agents.

3. Lease and Occupation

May 2025

A lease was entered into on the basis that the premises were suitable for Class E use.

The permitted use clause included:

“As a gym within Class E of the Town and Country Planning (Use Classes) Order 1987, as amended by the Town and Country Planning (Use Classes) (Amendment) (England) Regulations 2020 (as in force at the date of the lease), or such other use as may be approved by the Landlord, such approval not to be unreasonably withheld or delayed.”

4. Commencement of Use

July 2025

HUB Fitness commenced operation as a structured, instructor-led private fitness facility.

The use was designed as a controlled, class-based model with limited operating hours.

5. Engagement with the Local Authority

1 October 2025

Contact was received from Alan Stone (Environmental Health) regarding specific timings and days of alleged noise disturbance, supported by a resident diary.

9 October 2025

Immediate steps were taken in response. A detailed written update was provided to Alan Stone outlining measures already implemented and additional actions proposed.

20 January 2026

Further investment in soundproofing measures was completed. A follow-up written update was provided to Alan Stone detailing the improvements.

2 February 2026

A face-to-face meeting was held with Alan Stone to test volume controls and assess operational scenarios within the facility.

March 2026 onwards

Formal correspondence was received from the Planning Compliance Team. Immediate steps were taken to review the planning position and seek professional advice.

6. Professional Advice and Action

March – April 2026

Independent planning advice was sought from multiple planning consultants.

Formal instruction was given to Dames Architecture + Planning.

A Section 73 application was prepared and submitted in order to regularise the planning position.

7. Noise Management and Mitigation

Ongoing

Active and ongoing engagement has been maintained with the Environmental Health Officer (Alan Stone).

The following noise control measures have been implemented:

- Controlled music levels using a zoned audio system
- Staff training and instruction on noise awareness and behaviour
- No outdoor training activities
- Doors kept closed during sessions
- Installation of acoustic glazing
- Installation of acoustic door systems
- Sealing of rear access points to reduce sound escape
- Use of bass reduction across audio systems

Planned / Pending Improvements:

- Further acoustic treatment to fire exit doors
- Installation of a new roof system with improved insulation to reduce sound transmission (date to be confirmed)
- Additional acoustic glazing where required

8. Community Engagement

- Feedback from neighbouring residents has been acknowledged and taken seriously
- Adjustments to operations have been made where appropriate
- The operator remains committed to working constructively with local residents and stakeholders

9. Summary

HUB Fitness has taken consistent and proactive steps to:

- Establish lawful use prior to occupation
- Operate in a controlled and responsible manner
- Engage openly and constructively with the Local Authority
- Implement and continually improve noise mitigation measures
- Seek to regularise the planning position promptly upon clarification

The operator remains fully committed to ensuring that the use operates without causing material harm to neighbouring residential amenity.